

Nathan Juman

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EDUCATION

Le Moyne College, Madden College of Business & Economics – Syracuse, NY

May 2026

Dual Major (B.S.) in Information Systems & Software Applications/Systems Development

Cumulative GPA: 3.62/4.00

TECHNICAL SKILLS

Programming Languages: Python; R

Tools: Jira/Confluence; Microsoft Excel; Google Workplace; Zapier; macOS; Windows OS

Skills: Generative AI; Workflow Automation; Data Analysis and Visualization; Business Process Management

Currently Learning: SQL; Agile and Scrum Methodology

WORK EXPERIENCE

IT Service Desk Consultant | Le Moyne College | Syracuse, NY

August 2024 - Present

- Leveraging Jira and Confluence to effectively complete requests.
- Providing high-level customer service to constituents through various channels.
- Diagnosing service requests and incidents using basic troubleshooting skills.

Server/Host/Barback | The Hops Spot | Syracuse, NY

June 2023 – Aug 2024

- Assisted bartenders by restocking supplies, preparing garnishes, and maintaining a clean bar area.
- Managed reservations and waitlists, optimizing table turnover and guest satisfaction.
- Provided exceptional customer service by taking orders, delivering food and beverages, and addressing customer inquiries.

Service Desk Coordinator | Wegmans Food Markets Inc. | Syracuse, NY

December 2019 – August 2023

- Supported customers in locating items, providing product information, and answering service-related questions.
- Addressed technical issues with the Wegmans app and Shoppers Club Accounts.
- Processed transactions including purchases, lottery, and refunds.

LEADERSHIP EXPERIENCE & VOLUNTEER WORK

President, Business Club, Onondaga Community College

August 2023 – May 2024

- Organized and facilitated weekly club meetings with an average attendance of over 30 students.
- Supervised and led a team of six officers, ensuring the completion of weekly tasks.
- Coordinated with potential speakers and collaborated with school administration to enhance the club experience.

Student Advisory Board, School of ACBE, Onondaga Community College

August 2023 – May 2024

- Participated in bi-weekly meetings aimed at enhancing the student body experience.
- Collaborated with students and staff to implement creative and immersive experiences for students.
- Developed strategies to foster student unity in a primarily commuter school environment.

Guest Accompanist | Ed Smith Elementary School | Syracuse, NY

May 2024

- Arranged and accompanied music on guitar for a kindergarten choir.
- Enhanced students' musical experience by attending multiple rehearsals to prepare for performances.

RELEVANT COURSEWORK

Business: Marketing, Financial Accounting, Principles of Management I, Microeconomics I, Macroeconomics I, Business Law, Personal Finance, Business Analytics

Technology: Intro to Management Information Systems, Intro to Algorithms

Math: Business Statistics I & II, Precalculus, Calculus I

Other: Public Speaking, Psychology, Philosophy

HONORS & EXTRACURRICULARS

Student Spotlight Nominee | National Transfer Student Week | Le Moyne College

October 2024

- Recognized by Le Moyne Faculty as a transfer student who is unlocking potential at Le Moyne.

Lock 3 Member | ERIE21 | Le Moyne College

September 2024 – Present

- Taking part in events and discussions that push career-building support in tech and innovation fields.